

Section I.

MOTOR VEHICLE SUPPORT SERVICES OBJECTIVES

Director's Office (DO)
Executive Hearing Office (EHO)
Executive Services Group (ESG)

Goal 3 To regulate and license the motoring public and partners in support of safe travel and consumer protection.

- 3.1 EHO: DUI-related administrative law cases closed 1-2
- 3.2 EHO: All administrative law cases closed..... 3-4

Goal 4 To promote safety in the workplace.

- 4.1 AGENCY: ALL: Injury incident rate 5

Goal 7 To successfully respond to constituent requests.

- 7.1 DIVISION: DO: Written constituent inquiries 6
- 7.2 DIVISION: DO: Internet constituent inquiries..... 7

Section II.

CUSTOMER SERVICES OBJECTIVES

*Customer Service (CS)
Motor Carrier and Tax Services (MCTS)
Competitive Government Partnerships (CGP)
Division Operational Support Services (DOSS)*

CUSTOMER SERVICE

Goal 1 To improve customer service.

- 1.1 AGENCY: Customer total visit time in field offices 1-2
- 1.2 AGENCY: Customer wait time in field offices 3-4
- 1.3 AGENCY: Customer satisfaction with field offices..... 5
- 1.4 Dealer document processing 6
- 1.5 Special plate applications 7
- 1.6 Abandoned vehicle reports 8

MOTOR CARRIER and TAX SERVICES

Goal 1 To improve customer service.

- 1.1 Fuel tax refund requests 9

Goal 3 To regulate and license the motoring public and partners in support of safe travel and consumer protection.

- 3.1 Medical review referral cases 10

Goal 6 To provide services that enhance revenue collection to support statewide infrastructure needs.

- 6.1 Voluntary quarterly report filing by IFTA licensees 11

COMPETITIVE GOVERNMENT PARTNERSHIPS

Goal 1 To improve customer service.

- 1.1 Third Party Level 1 vehicle inspections 12

- 1.2 Dealer license applications..... 13

Goal 2 To provide services designed to increase the use of electronic service delivery.

- 2.1 AGENCY: Internet transactions..... 14
- 2.2 AGENCY: Percent of Internet eligible transactions and activities completed via the Internet 15
- 2.3 DIVISION: All electronic service delivery transactions..... 16

Goal 5 To provide cost-effective services.

- 5.1 DIVISION: Alternate vehicle registration renewals..... 17-18

DIVISION OPERATIONAL SUPPORT SERVICES

Goal 1 To improve customer service.

- 1.1 DIVISION: Customer telephone wait time 19
- 1.2 Tech service call wait time for CSRs 20

Goal 3 To regulate and license the motoring public and partners in support of safe travel and consumer protection.

- 3.1 DUI investigations 21
- 3.2 Records processing 22
- 3.3 Policy completion 23

Section III.

MOTOR VEHICLE ENFORCEMENT SERVICES OBJECTIVES

Goal 3	To regulate and license the motoring public and partners in support of safe travel and consumer protection.	
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3.2	<u>DIVISION</u> : Commercial vehicle wave-thru decreases at fixed ports	3-4
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